

Quality Service Review (QSR)

What is QSR?

Quality Service Review (QSR) is a qualitative evaluation process that looks at client outcomes to learn what is and is not working in practice, for which persons, and why. Through case record review and interviews with the client, the client's service providers and significant others, DHHS can gain valuable information both about the status of the client and how well the system is working to serve the client. QSR focuses on practice and results. The results of these reviews will be used to improve the protocol and help guide change in practice to improve quality.

The QSR Process

Through the QSR, trained reviewers examine sample cases to provide a point-in-time analysis and rating of 1) the status and well being of the client; and 2) the quality, consistency and effectiveness of the service system, according to specific indicators. Reviewers rate each indicator on a scale from 1 to 6, with 6 being "optimal" and 1 being "adverse," or poor.

Status indicators for the client include:

- 1) Safety
- 2) Behavioral Risk
- 3) Health Status
- 4) Emotional Status
- 5) Living Situation
- 6) Resources and Basic Necessities
- 7) Relationships
- 8) Quality of Life

QSR also examines the quality and effectiveness of service delivery. By measuring performance at the practice points, reviewers determine how staff, programs and business practices are working systemically to serve clients.

Practice performance indicators include:

- 1) Engagement
- 2) Teamwork
- 3) Role and Voice
- 4) Assessment and Understanding
- 5) Long-Term Goals and Objectives
- 6) Planning of Interventions
- 7) Intervention Adequacy
- 8) Tracking and Adjustment

QSR reviewers look at client records and use stakeholder and focus group interviews to gather the information from which they base their ratings. Stakeholder interviews may

involve the client, the client's caseworkers, the caseworkers' supervisors, and other service providers within and outside of DHHS, as well as the client's family members and friends. Clients must provide written consent of their agreement to participate in the QSR, and authorize reviewers to interview their contacts.

QSR guides actions for practice development and capacity building, leading to better results. Through feedback sessions with caseworkers and their supervisors, reviewers offer their analyses of cases, and discuss their ratings. Reviewers also generate detailed written reports, which DHHS can use to help understand, develop and strengthen practice.

How QSR Guides Practice

The QSR process can help DHHS find what works best for our clients. It provides a way to learn from our experience, sustain strategies that work, and avoid future use of strategies that aren't effective. QSR shifts the focus from compliance - with policies and procedures, documentation, program and funding requirements – to practice and results, with emphasis on guiding principles, daily case-level practice, the flexible use of resources and system of care performance.

QSR results provide a rich array of learning for next step action and improvement, including

- Detailed accounts of practice and results, which may show patterns and recurring themes
- Deep understanding of contextual factors affecting service delivery
- Practice accomplishments and success stories
- Emerging problems, issues and challenges in current practice
- Critical learning and input for next-step actions and for improving program design, practice models, and working conditions.